

## Appendix D

## Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority

1. Q: Will customers have the ability to sign up with any long distance company they choose?
- A: The City has no plans to offer prepaid services, therefore the question is not applicable.
2. Q: Will customers have the ability to use dial around long distance companies?
- A: N/A
3. Q: Does the applicant have interexchange authority in Illinois? If yes, please provide the docket number.
- A: N/A
4. Q: Will customers have access to the Illinois Relay Service?
- A: N/A
5. Q: Will customers be able to make 1-800 calls for free?
- A: N/A
6. Q: Will the Company offer operator services?
- A: N/A
7. Q: Please describe how applicant plans to collect the monthly fee to be paid in advance.
- A: N/A
8. Q: Will customers' monthly bills show a breakdown of services, features, surcharges, taxes, etc.?
- A: N/A
9. Q: Will customers pay an installation fee? If yes, will payment arrangements be offered for the installation fee?
- A: N/A

10. Q: Will telephone service be in the Company's name or the customer's name. If in the Company's name how will information appear in data bases, such as 9-1-1, directory assistance, etc.?

A: N/A

11. Q: Will applicant offer prepaid service as a monthly service or as a usage service?

A: N/A

12. Q: Will applicant provide a warning when the remaining value of service is about to cease?

A: N/A

13. Q: Is the customer given more than one notice of the remaining value of service?

A: N/A

14. Q: How much advance notice is given to the customer of the remaining value of service?

A: N/A

15. Q: If the customer is in the middle of a call will they be disconnected when the remaining value of service has expired?

A: N/A

16. Q: Has the customer been made aware of potentially being disconnected during a call when the remaining value of service expires?

A: N/A

17. Q: When does the timing of a call start?

A: N/A

18. Q: If the person called does not answer, is any time deducted from the customer's account?

A: N/A

19. Q: Will there be any other instances in which the Company would disconnect a customer, other than running out of prepaid time?

A: N/A

20. Q: When a customer runs out of time is their phone immediately disconnected or on suspension? (Will they still be able to receive calls?)

A: N/A

21. Q: Are applicant's services available to TTY callers?

A: N/A

22. Q: How will the applicant handle a complaint from a customer who disputes the amount of time used or remaining?

A: N/A

23. Q: The Public Utilities Act requires a local calling area that has no time or duration charges. How will the Company define each customer's untimed local calling area?

A: N/A